

WHAT IS CLAIMED IS:

1. A call service system comprising:

at least one client terminal through which a user can make an inquiry, said client terminal being any one of a 5 telephone and a computer which can access homepages or send or receive emails;

at least one operator terminal through which an operator receives the inquiry from the user and answers the inquiry; and

10 a server connected to said client terminal and said operator terminal,

said client terminal including,

a user interface with which the user can select a type of a communication media to be used when receiving 15 the answer from the operator; and

a transmission unit which transmits the information related to the communication media selected by the user, contents of the inquiry, and information related to the user to said server, and

20 said server including,

a queue-managing unit which queue-manages inquiries in which the user has either selected a telephone call as the type of communication media or made the inquiry over a telephone in a unified manner; and

25 a processing unit which successively processes

the inquiries in the queue on said operator terminal.

2. The call service system according to claim 1, wherein  
said queue-managing unit manages a first queue  
5 including a waiting matrix for inquiries in which telephone  
has been selected as the type of communication media and  
a second queue including the inquiries made over a telephone,  
and

10 said processing unit allocates the inquiries in the  
second queue to said operator terminal, and when there is  
no entry in the second queue for a predetermined time,  
successively allocates the inquiries in the first queue to  
said operator terminal.

15 3. The call service system according to claim 1, wherein  
said queue-managing unit manages the inquiries in  
which the user has either selected a telephone call as the  
type of communication media or made the inquiry over a  
telephone in one queue, and  
20 said processing unit successively allocates the  
inquiries in the queue to said operator terminal in  
accordance with a predetermined rule.

4. The call service system according to claim 1, wherein  
said queue managing unit queue-manages a demand for  
notification received from a plurality of said operator  
terminals for simultaneously notifying a plurality of users  
5 of information items, inquiries in which a telephone call  
is selected as the type of communication media, and inquiries  
received over a telephone, in a unified manner.

5. The call service system according to claim 1, wherein  
10 said user interface comprises a homepage inquiry  
screen that is provided with at least an input frame for  
allowing a selection among a retrieval of knowledge data  
base, an inquiry through an electronic mail and an inquiry  
through telephone, an input frame used for inputting  
15 information related to the user and an input frame in which  
the contents of an inquiry are input.

6. A call service method of receiving an inquiry from  
a client terminal of a user, giving an answer to the inquiry  
20 through at least one operator terminal, said client terminal  
being any one of a telephone and a computer which can access  
homepages or send or receive emails, the method comprising  
the steps of:

25 a user selecting a type of communication media to be  
used when receiving the answer from said operator terminal,

the selection being performed on a user interface of said client terminal;

5                   said client terminal of the user transmitting information related to the type of communication media selected by the user, the contents of the inquiry and information related to the user to a server;

10                  said server queue-managing the inquiries in which a telephone call has been selected as the type of communication media and the inquiries received in the form of a telephone call in a unified manner; and

                    said server providing a control to successively process the inquiries in the queue on said operator terminal.

7.                 A computer-readable recording medium that stores a computer program which when executed on a computer realizes a method of receiving an inquiry from a client terminal of a user, giving an answer to the inquiry through at least one operator terminal, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails, the computer program making the computer realize the steps of:

25                 displaying a user interface on said client terminal of the user for selecting a type of communication media to be used when receiving the answer from said operator terminal;

said client terminal of the user transmitting information related to the type of communication media selected by the user, the contents of the inquiry and information related to the user to a server;

5       said server queue-managing the inquiries in which a telephone call has been selected as the type of communication media and the inquiries received in the form of a telephone call in a unified manner; and

10      said server providing a control to successively process the inquiries in the queue on said operator terminal.

8.      A computer program which when executed on a computer realizes a method of receiving an inquiry from a client terminal of a user, giving an answer to the inquiry through 15 at least one operator terminal, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails, the computer program making the computer realize the steps of:

displaying a user interface on said client terminal 20 of the user for selecting a type of communication media to be used when receiving the answer from said operator terminal;

    said client terminal of the user transmitting information related to the type of communication media 25 selected by the user, the contents of the inquiry and

information related to the user to a server;

    said server queue-managing the inquiries in which a telephone call has been selected as the type of communication media and the inquiries received in the form of a telephone  
5    call in a unified manner; and

    said server providing a control to successively process the inquiries in the queue on said operator terminal.